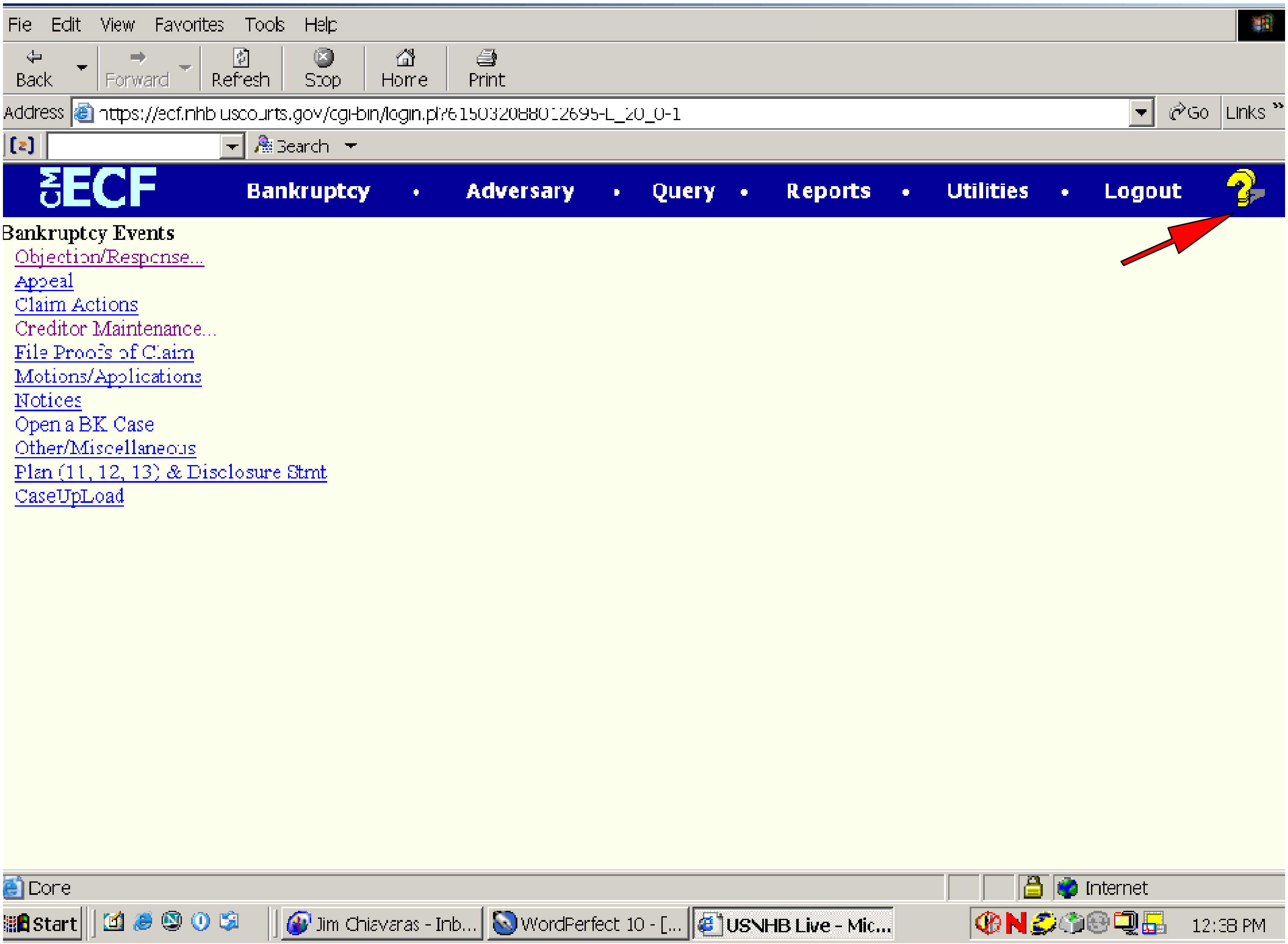
United States Bankruptcy Court
District of New Hampshire

HELP DESK SOFTWARE PROCEDURES

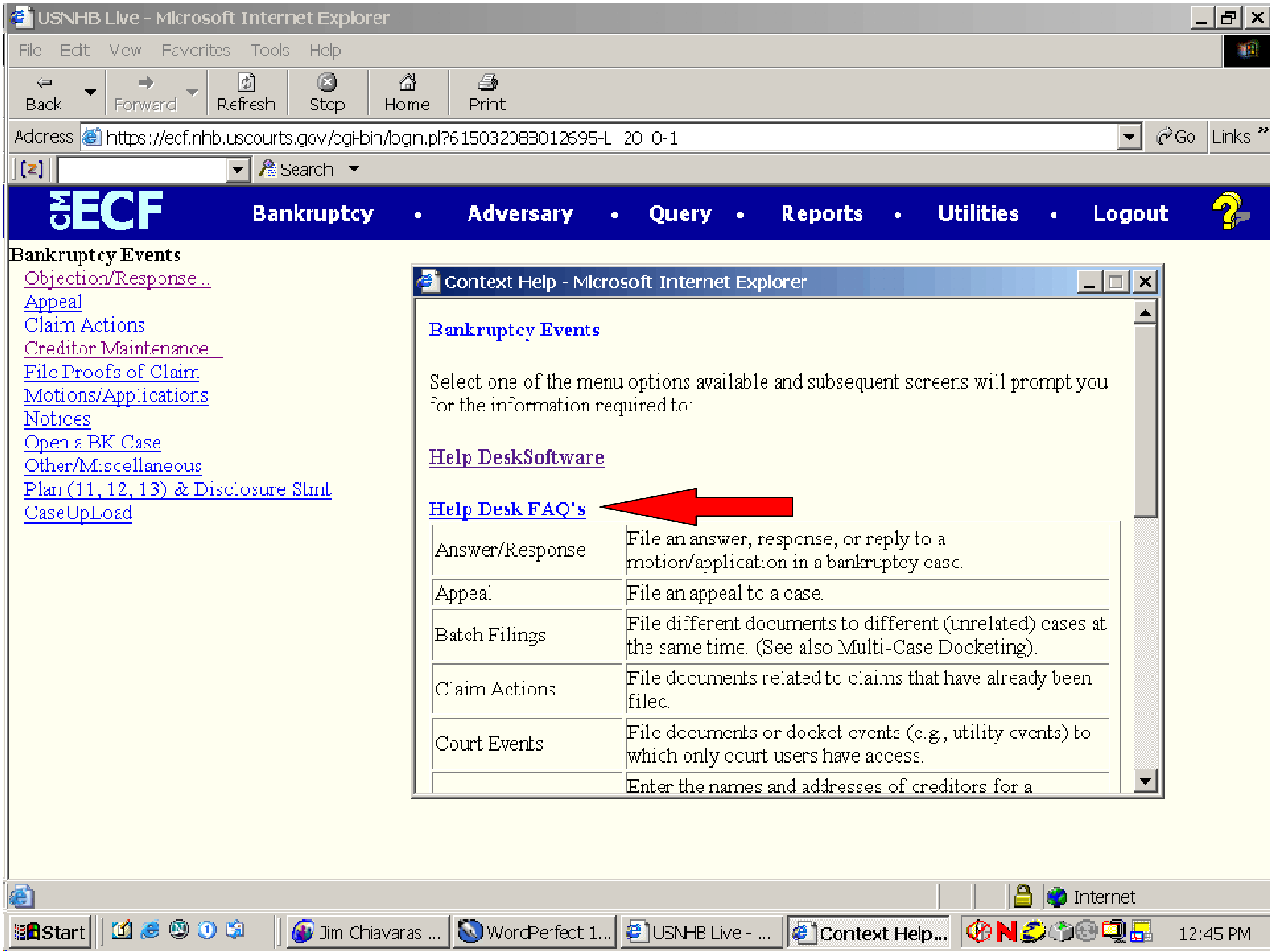
Beginning June 23, 2003 the Court will be implementing help desk software called Wonderdesk. The software will be accessible from the CM/ECF portion of the Court's web site (http://www.nhb.uscourts.gov/CMecf_Home_Page/cmecf_home_page.html) and ECF (https://ecf.nhb.uscourts.gov). The purpose of this software is to better serve you with any ECF procedural, hardware, and/or software questions you may have. The software is very easy to use. This will not take the place of our help desk phone, but will be another resource for you to use.

The following instructions will assist attorneys and their staff in utilizing the Wonderdesk Help Desk software. You will be able to search the FAQ (Frequently Asked Questions) database as well as place and track calls. For purposes of this training manual, we will be accessing the software from within ECF.



1. You're logged into ECF and are filing a motion in a bankruptcy case but not sure how to file the motion correctly. You represent two parties.

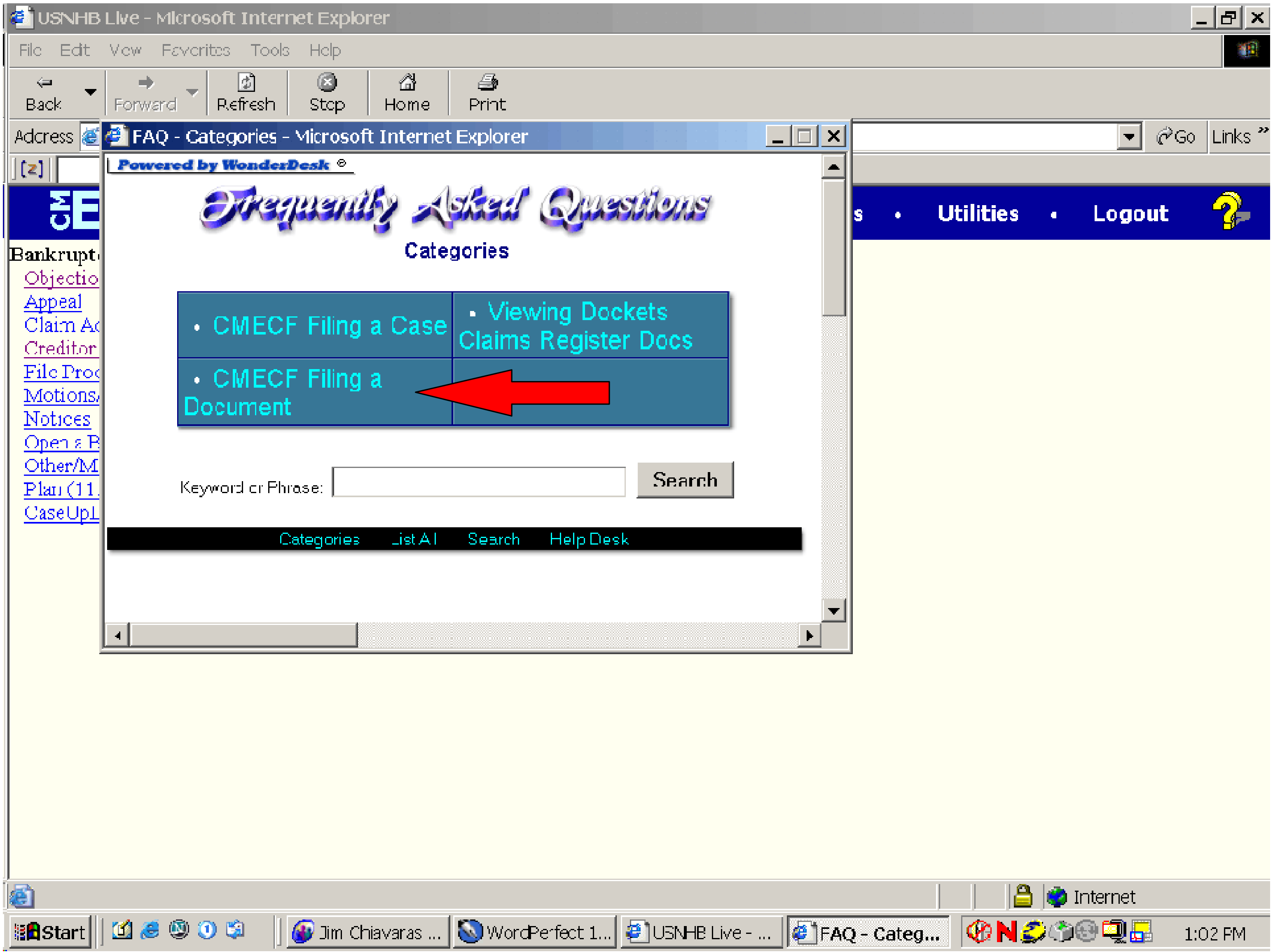
2. Click the yellow question mark in the upper right corner of the screen.



1. After clicking the yellow question mark a window will open. From within this window you have the option to click the Help Desk Software link or the Help Desk FAQ's. Please click the Help Desk FAQ link.

2. *Hint: The new windows opens smaller than the regular browser window. If you would like to increase the size of the window click the maximize button in that window. If the maximize button is not available, close the new window and left mouse click the yellow question mark. From that menu choose open link in new window. The new window will then open up the size of a regular page.*

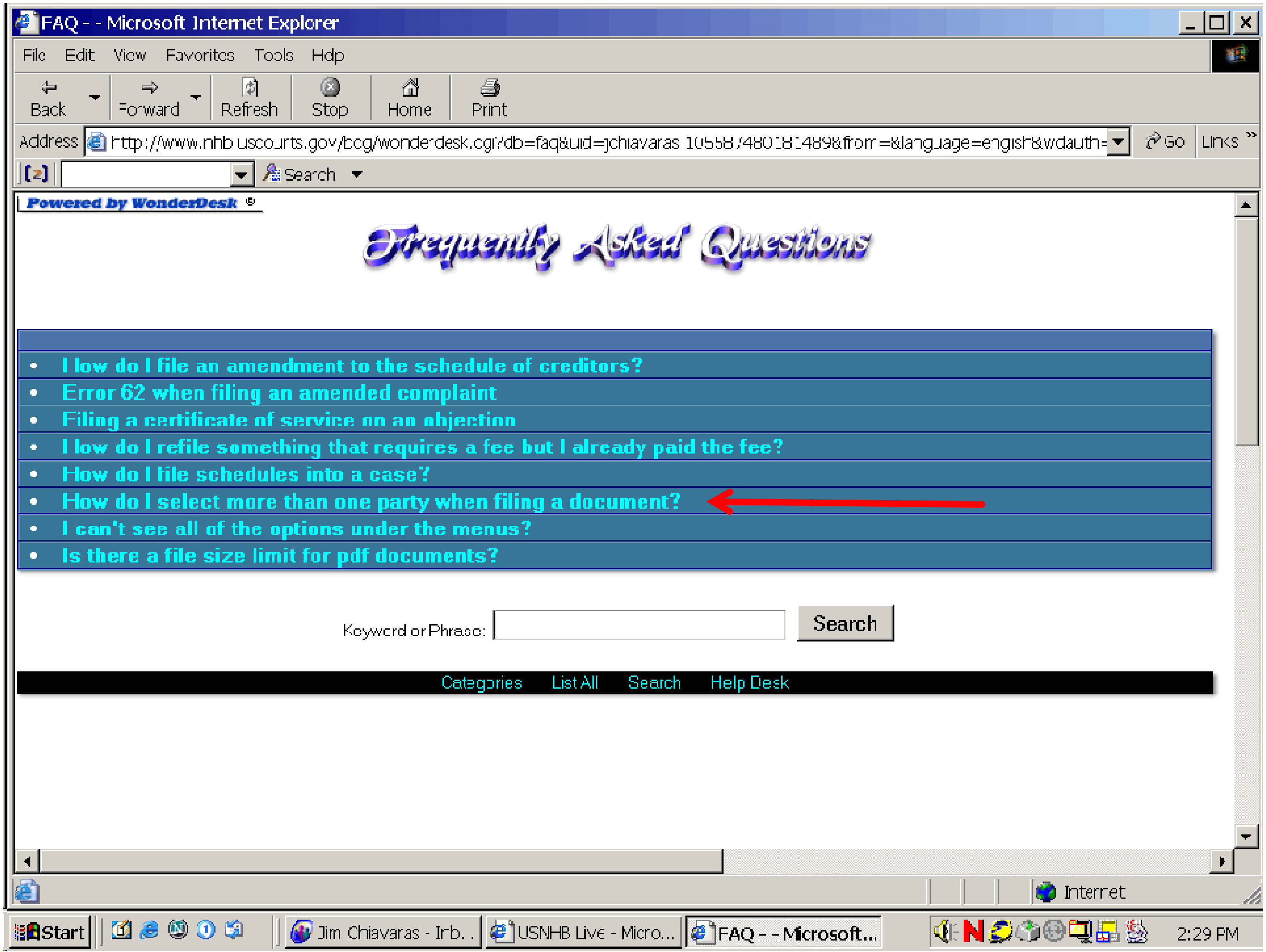
3. ******VERY IMPORTANT: ALWAYS CHECK THE FAQ'S BEFORE ADDING A NEW CALL******



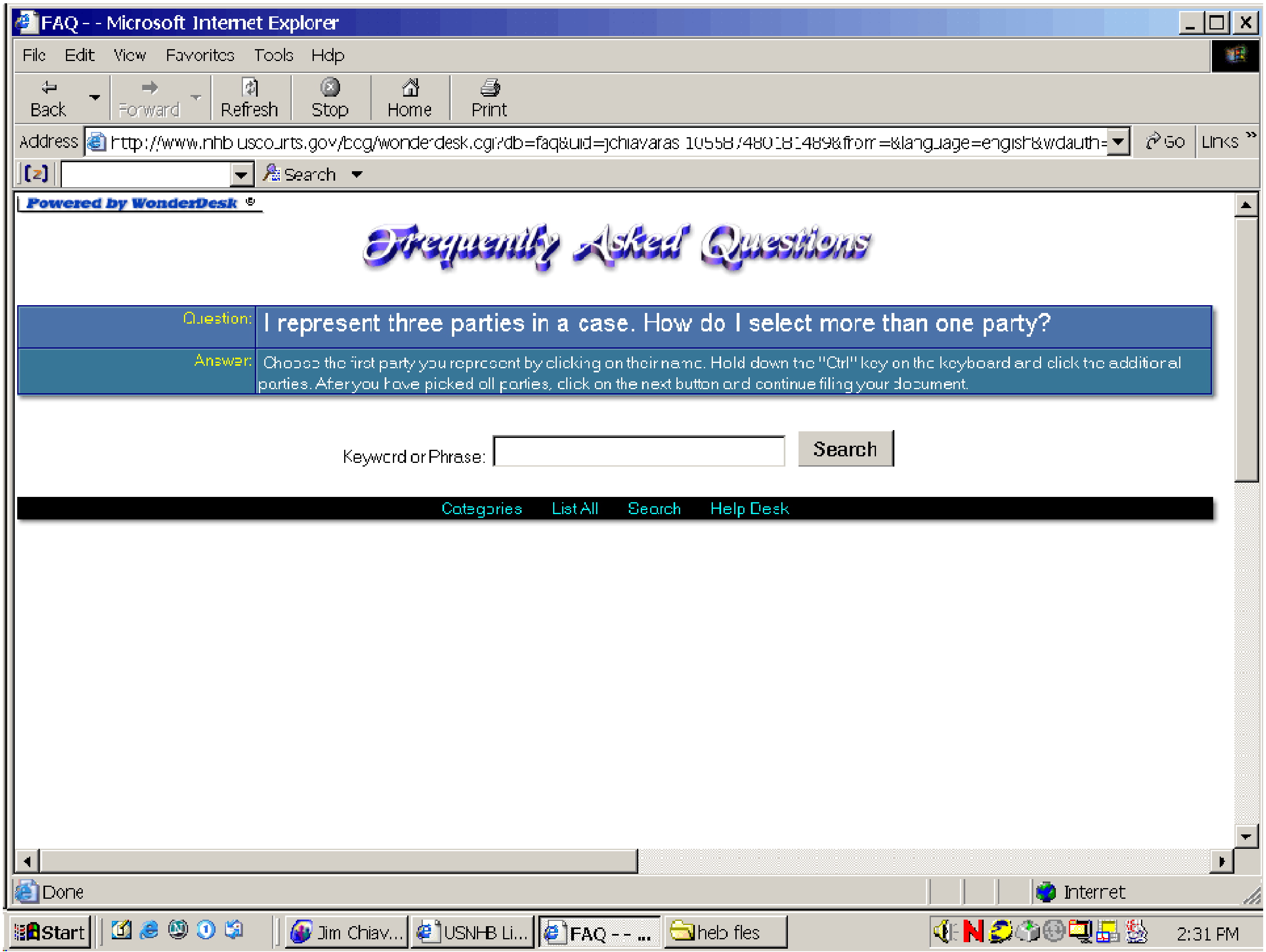
1. ****VERY IMPORTANT: ALWAYS CHECK THE FAQ'S BEFORE ADDING A NEW CALL****

2. The Frequently Asked Question window is now open with multiple options for you to choose from. In the previous example you were unsure as to how to file a motion, so you will click on CM/ECF Filing a Document.

3. If you are not sure what category your question falls under, type some keywords or a phrase in the keyword or phrase box then click search.



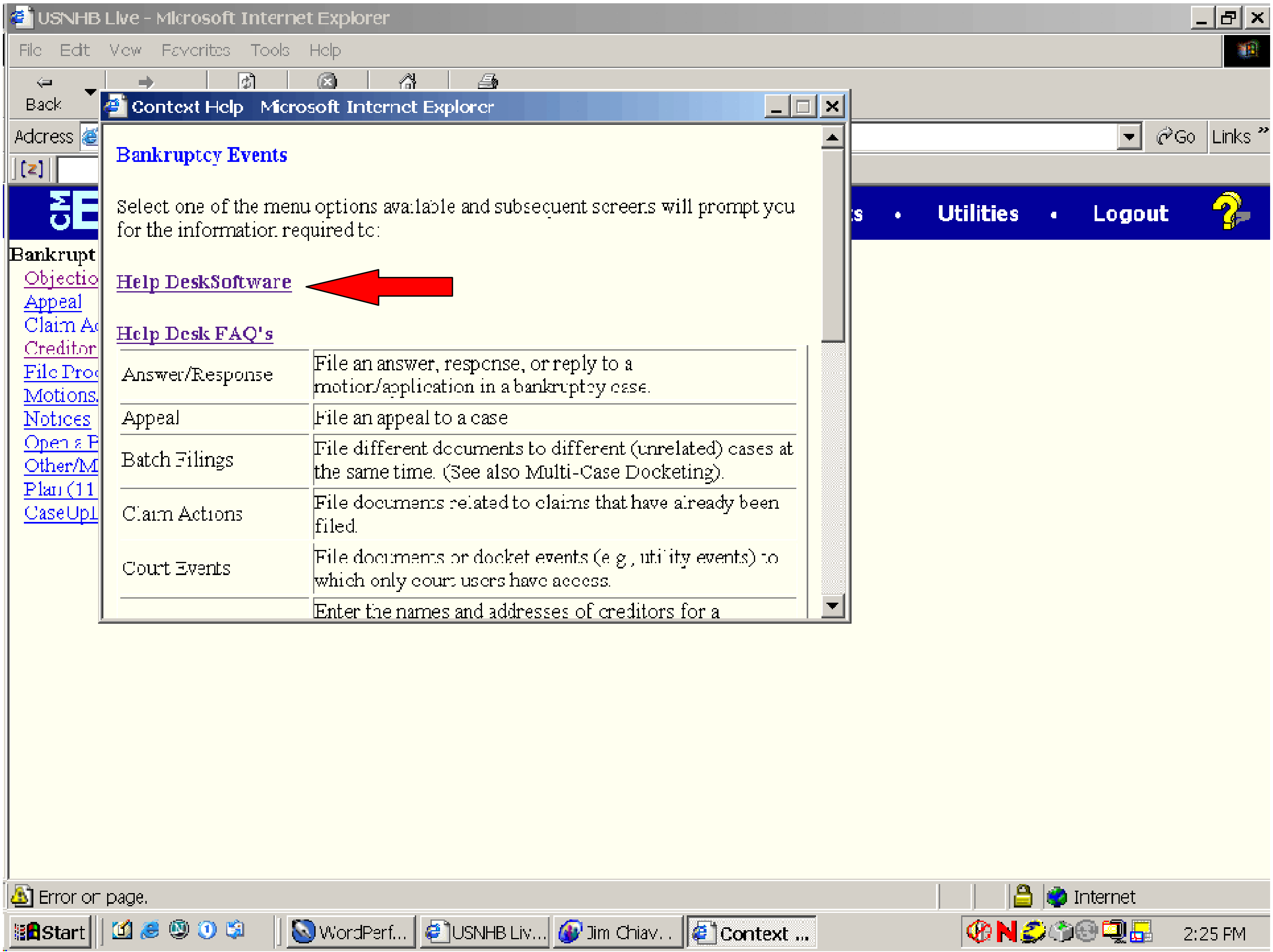
1. After clicking on CM/ECF Filing a Document, the submenu for that category appears. If your question is "How do I select more than one party when filing a document" click on that option.

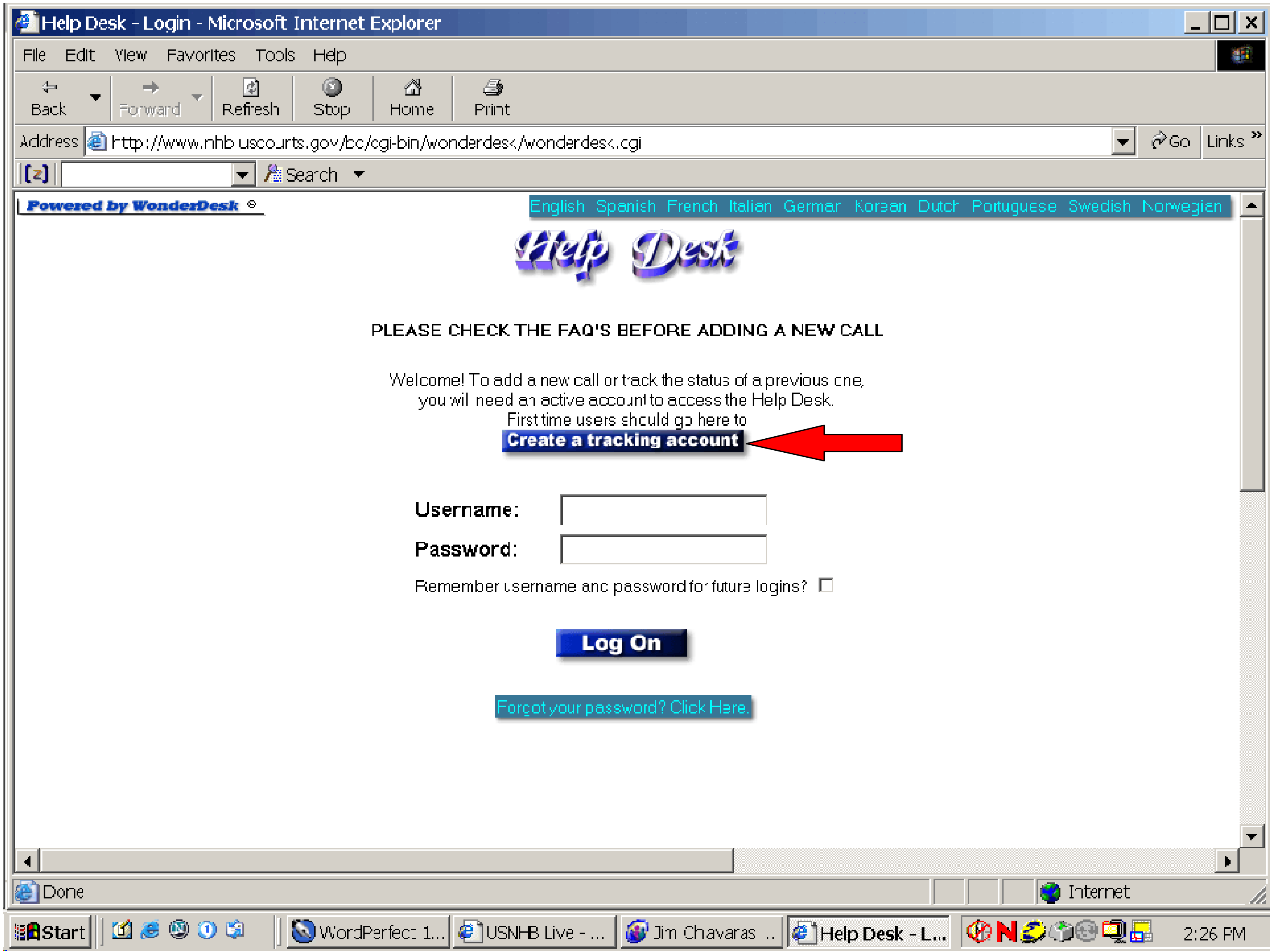


1. The question and answer is displayed.

If after searching the FAQ database your question was not answered, you can now log into the Help Desk software to place your call. In this next example the question, which was not in the FAQ database, has to do with filing a Motion for Relief.

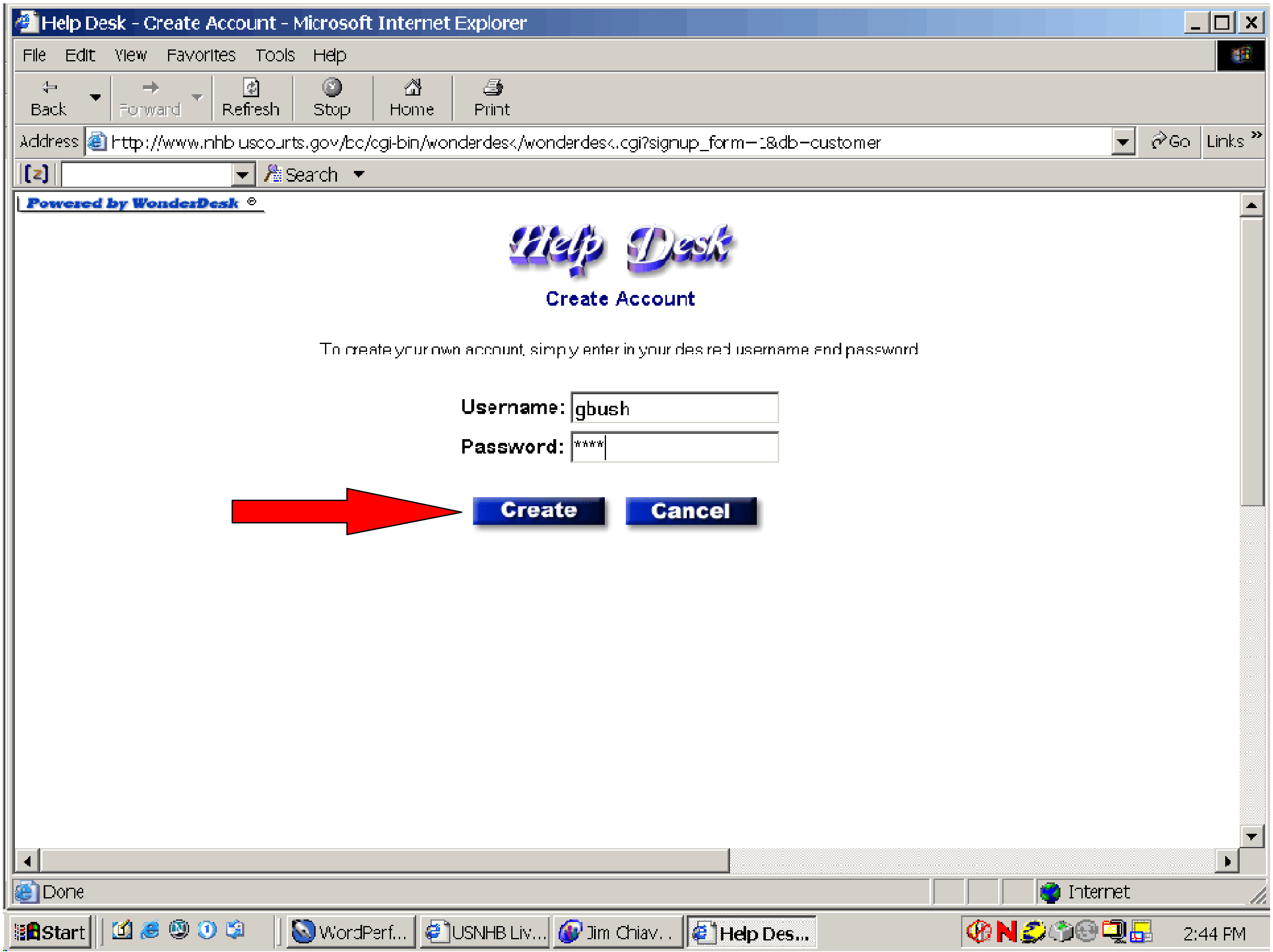
If the Frequently Asked question window is still open, you can access the Help Desk software by clicking the Help Desk link under the keyword or phrase box. If the FAQ window is closed you can access the Help Desk software by clicking on the yellow question mark and select Help Desk Software.


USNHB Live - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back
Address
Links
Go
Utilities
Logout
Bankrupt
Objectio
Appeal
Claim Ac
Creditor
File Proc
Motions
Notices
Open a P
Other/M
Plan (11
CaseUpl
Context Help Microsoft Internet Explorer
Bankruptcy Events
Select one of the menu options available and subsequent screens will prompt you for the information required to:
Help DeskSoftware
Help Desk FAQ's
Answer/Response
File an answer, response, or reply to a motion/application in a bankruptcy case.
Appeal
File an appeal to a case
Batch Filings
File different documents to different (unrelated) cases at the same time. (See also Multi-Case Docketing).
Claim Actions
File documents related to claims that have already been filed.
Court Events
File documents or docket events (e.g., utility events) to which only court users have access.
Enter the names and addresses of creditors for a
Error on page.
Internet
Start
WordPerf...
USNHB Liv...
Jim Chiav...
Context ...
2:25 PM



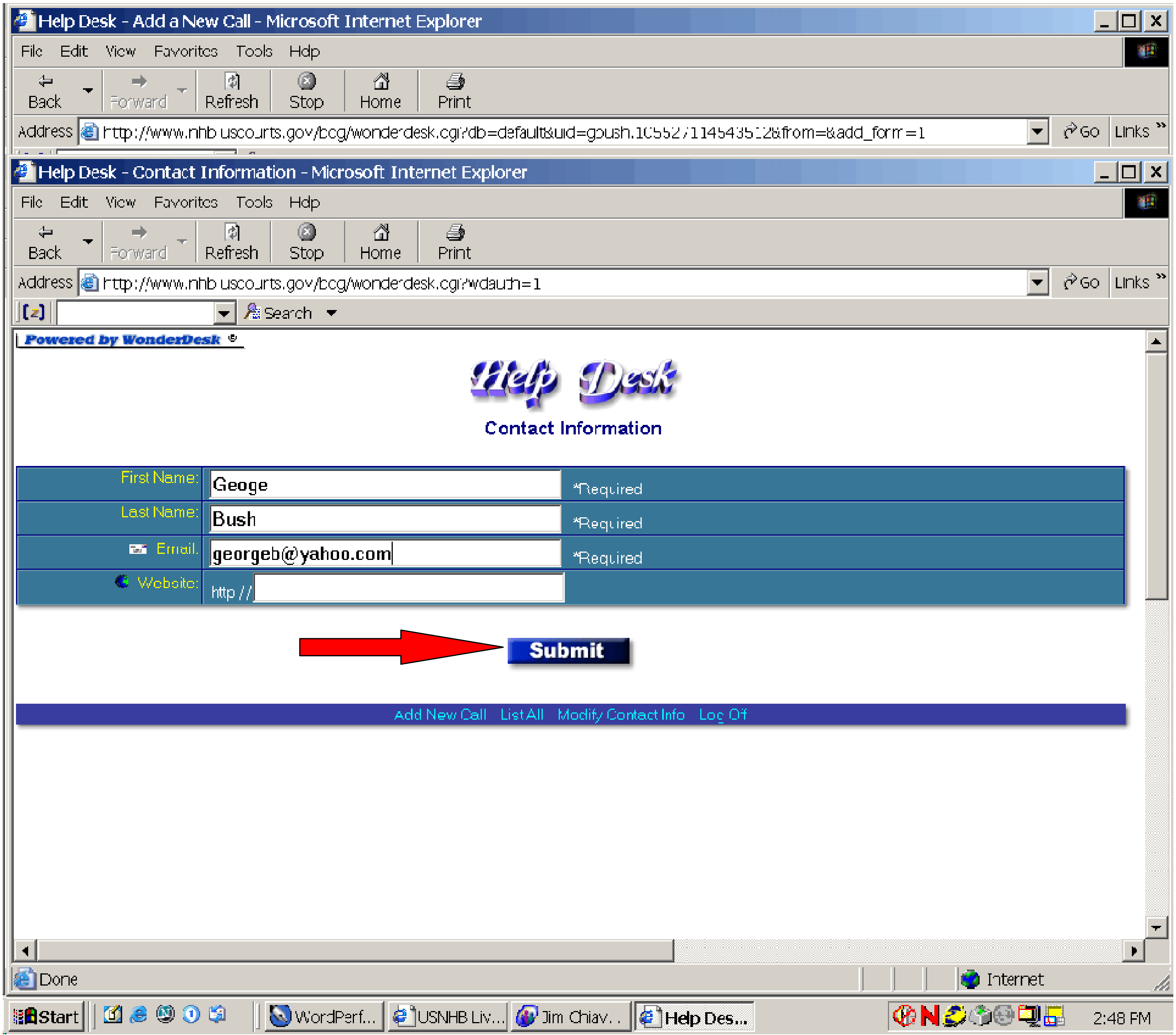
<u>******VERY IMPORTANT: ALWAYS CHECK THE FAQ'S BEFORE ADDING A NEW CALL******</u>

1. To obtain a username and password, click create a tracking account.



1. Enter a username and password then click create. This does not have to be the same as your ECF login and password.

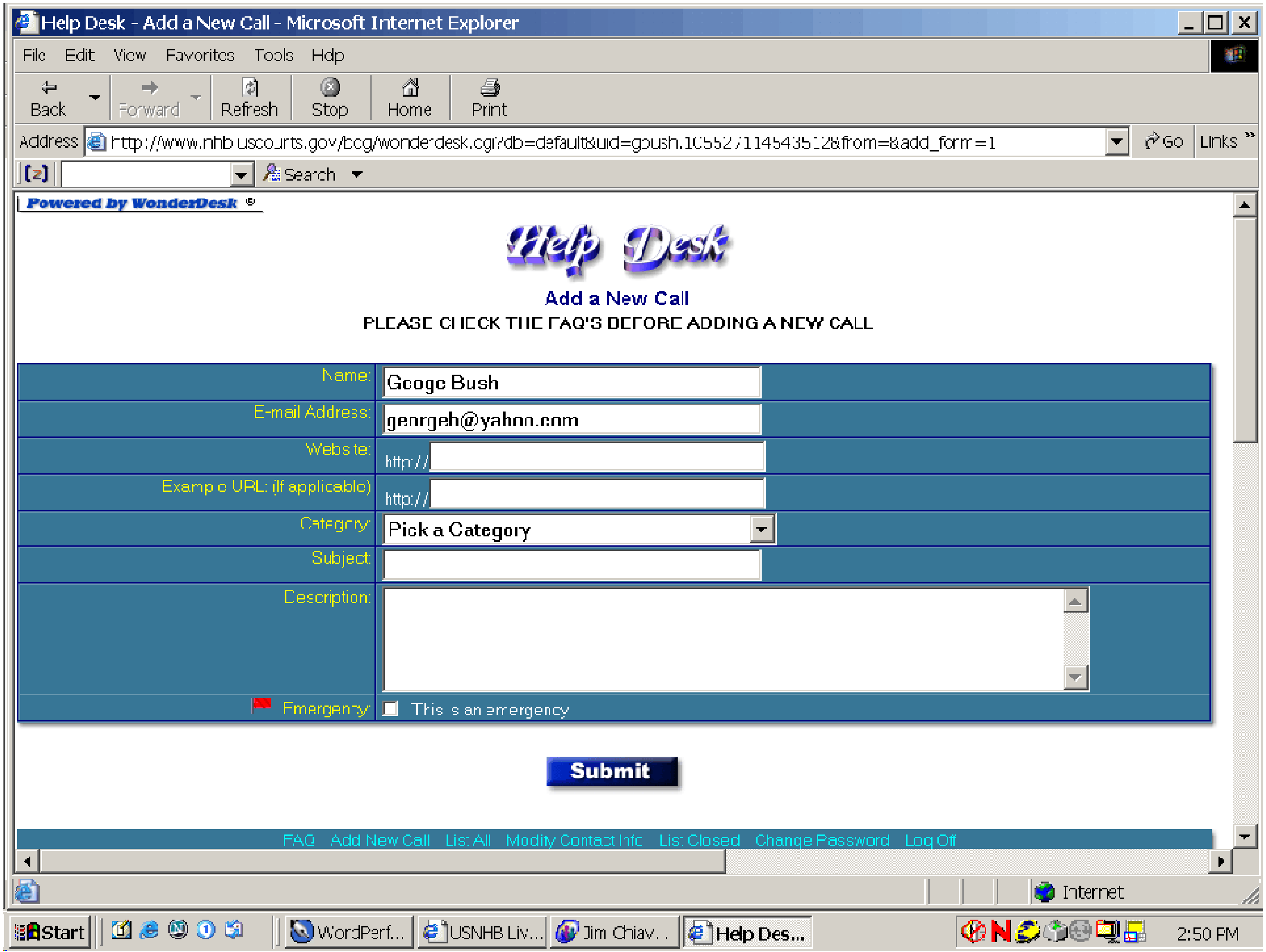
2. If for whatever reason your username was not accepted, try typing in a new one until it is accepted.



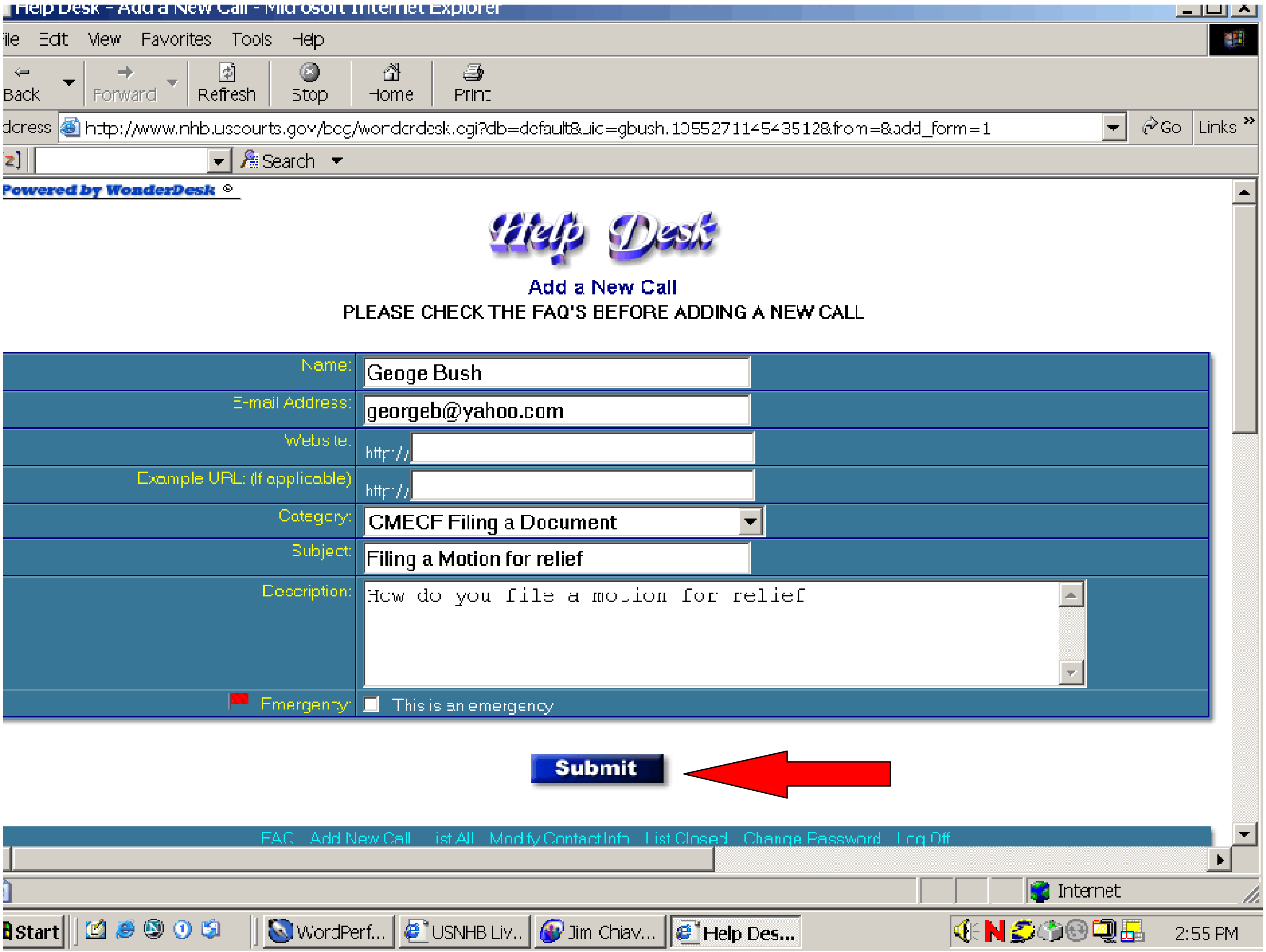
1. Enter your first name, last name, and your email address.

2. Click submit.

<u>**3. You will only have to enter this information once.**</u>



1. This is the help desk add a new call screen. This is the first screen you will see when you log in unless you have existing open calls.



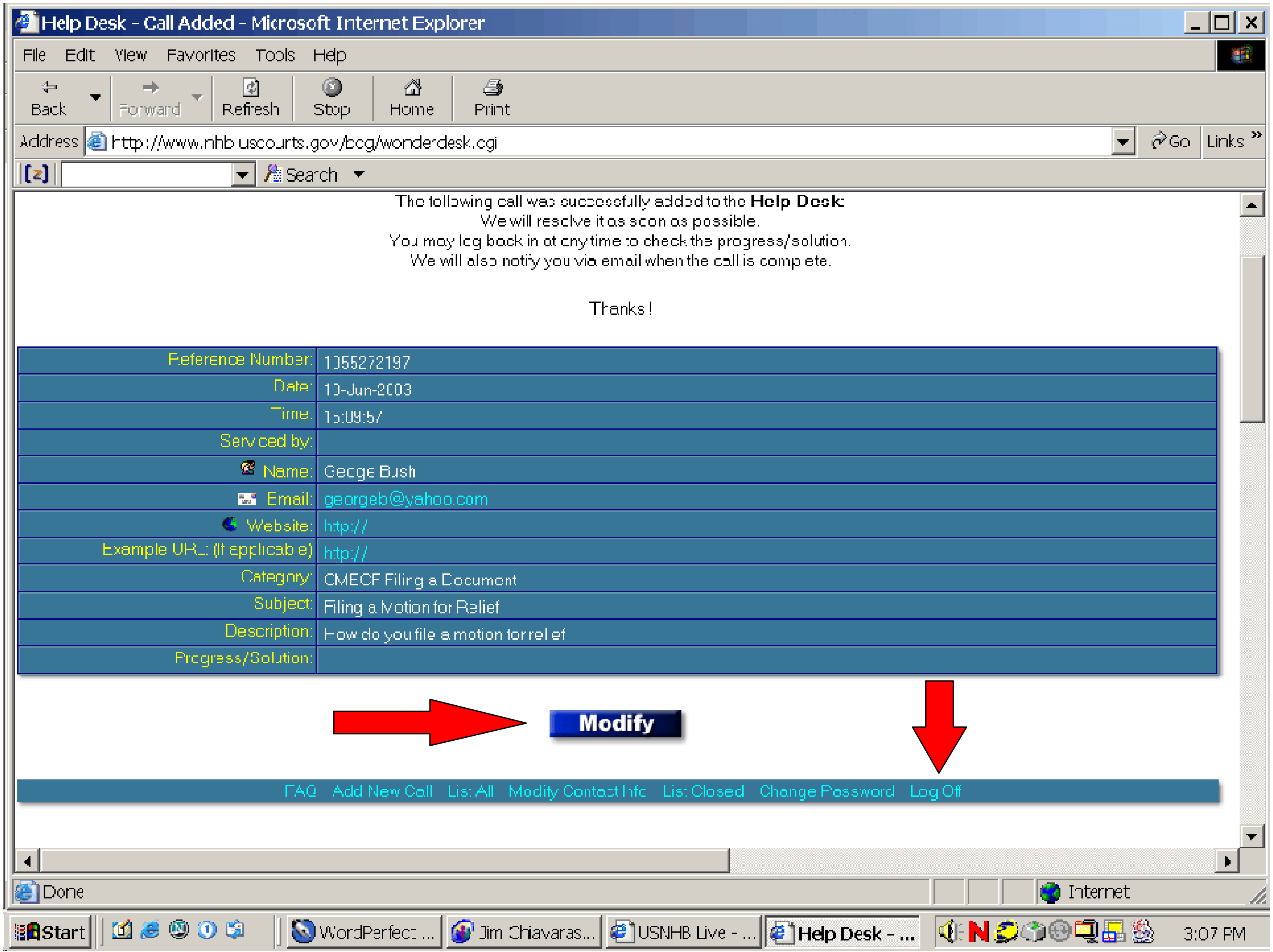
As you will notice, your name and email address have been automatically entered.

1. To place a call click the Category drop down box. Choose CMECF Filing a Document.

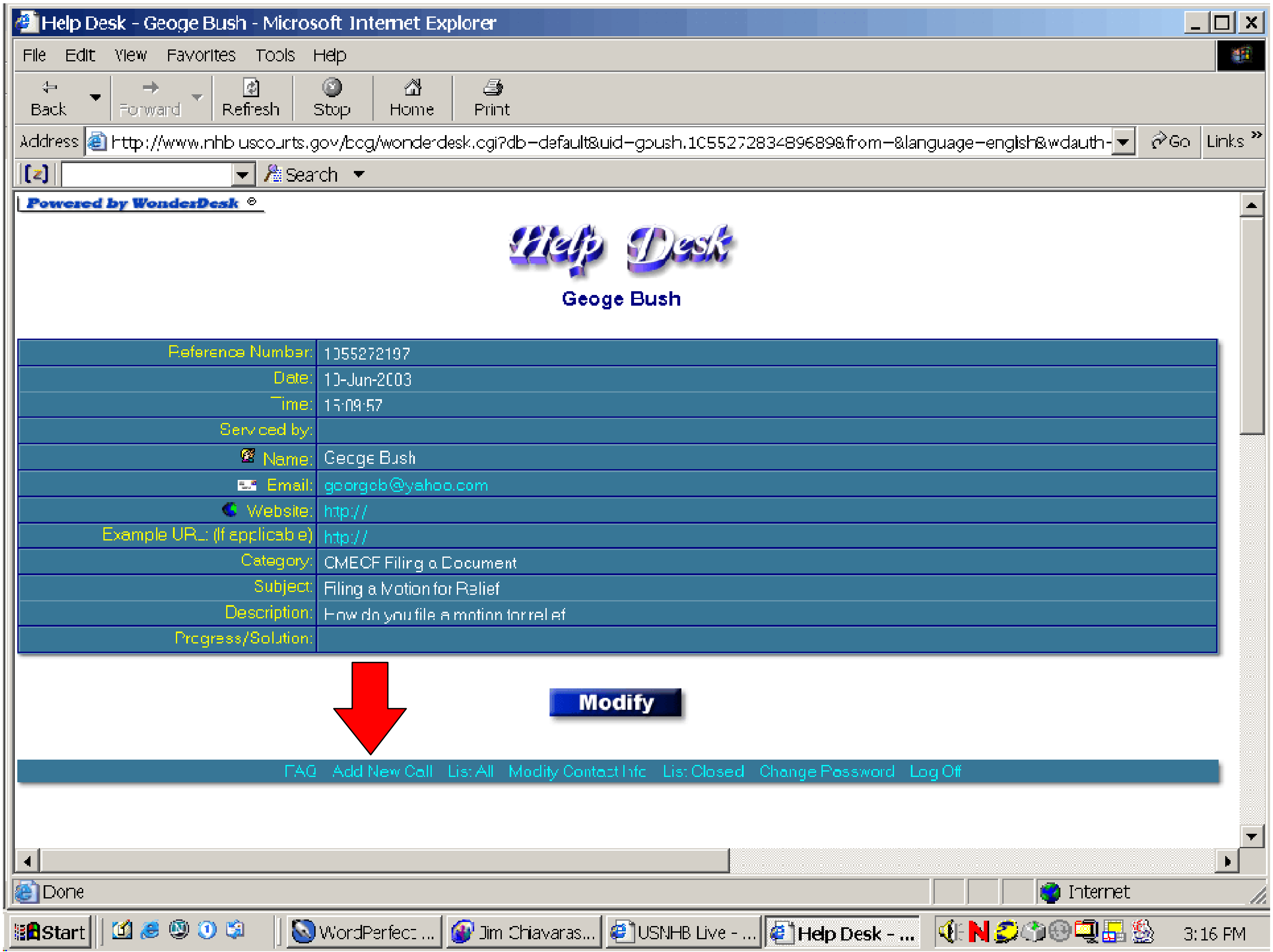
2. In the subject box type the subject of your question.

3. In the description box, type a detailed description of your question.

4. Click submit.



1. The added call screen appears stating the call has been successfully added . Review the information. If everything is correct you can log off. If you notice something has to be added or changed click modify.



Once the call has been added, a court employee will review all new calls on a daily basis. You will be notified via email of the answer to your question. The court employee will make the call an FAQ (if necessary) and close the call.

If you log back into the help desk software before your call(s) have been closed, those call(s) will be visible to you. (See above). If you have a new call to place, click on the add a new call link at the bottom on the screen. If your call has been closed the add a new call screen will appear.